

Abstract

1 A method and a system for establishing a self-owned and self-managed network-based
 2 voice communication solution (VCS) for supporting business transactions and commerce
 3 applications over the communications network(s) including the Internet and PSTN. The
 4 voice communication solution is requested by a merchant or business entity at a computer
 5 connected to the Internet by providing (i) information needed for approval and (ii) system
 6 configuration for accepting the solution. Through a friendly interactive process with a
 7 web server and a solution server, the necessary software for voice communication is
 8 downloaded to a merchant's designated computer host, turning it to be a VCS server.
 9 Upon activation, the VCS server can support voice over IP (VOIP) communication and
 10 connect an incoming call to a telephone via PSTN or a PBX network. The VCS server
 11 can receive a VOIP call from anyone at anyplace via an Internet connected voice enabled
 12 computer. The caller launches a call agent via the merchant's web page(s) or via a
 13 computer desktop interface or via a VOIP phone interface to reach the privately held
 14 voice communication server. The server connects the caller to a receiver according to the
 15 caller or merchant designated phone number. These phone numbers are designated as
 16 e800 numbers and are listed in various e800 directories for public use. Hence the VCS
 17 system can convert any local phone number into an e800 number with '800' like
 18 properties, serving as a self-owned, self-activated and self-managed network-based voice
 19 communication system and solution.